

Have You Suffered a Loss of Income? Worried About Paying Your Rent?

We know that many of our residents have suffered job and income loss during the pandemic and may struggle to pay rent. If you find yourself in this situation, here are some recommendations.

1. **Talk to us!** Don't wait until you miss your rent payment to reach out. We may be able to create a payment plan for you, defer some of your rent until you can access federal or charitable financial support.
2. **Review the sources of financial aid detailed below.** If you need help applying for benefits, charitable grants or other aid, let us know. We may be able to help.

National Financial Resources for Residents

- **United Way's 211.org.** By dialing 211 from any phone or visiting 211.org, you can search by zip code to access a hotline that connects you to emergency rent and utilities assistance, food assistance, relief for "gig economy" workers and contractors, mental health and other supportive services. All calls are confidential, can be made anonymously and callers can request translations services for 180 languages.
- **Salvation Army** (<https://www.salvationarmyusa.org/usn/covid19/>). Searchable database of support services by zip code, city or state. They also offer counselors available via phone (in English and Spanish) to help people connect with local services—844-458-4673.
- **Catholic Charities** (<https://www.catholiccharitiesusa.org/find-help/>). Reliable source of financial support for housing and more. Residents can identify their local chapter to learn more.
- **NLIHC Database of Renter Assistance Programs** (<https://nlihc.org/rental-assistance>). Regularly updated database identifying state and local renter aid programs.
- **Unemployment Insurance** (www.usa.gov/unemployment). If you are eligible for unemployment benefits, this site will help you learn how to apply for them as welfare or temporary assistance and other programs and services.
- **Resident Relief Foundation** (<https://residentrelieffoundation.org/our-programs/>). Organization dedicated to helping responsible residents stay in their apartments during an unexpected financial emergency. You can apply for support, but managers can refer residents for financial aid.
- **Rent Assistance** (www.rentassistance.us/). A directory of rental assistance agencies and organizations that can help residents pay their rent.
- **Community Action Agency** (<https://communityactionpartnership.com/find-a-cap/>). This resource will help residents find out what services they might be able to access locally, such as emergency payment assistance for rent or utilities.
- **Help with Bills** (www.usa.gov/help-with-bills). Residents can learn about government programs to help pay for home energy bills and other expenses.
- **Grantspace by Candid** (<https://grantspace.org/resources/knowledge-base/covid-19-emergency-financial-resources/>). Database of national and state grant funds available to help with a wide variety of situations, including special grants for occupations (e.g., nurses, bartenders, hospitality workers, freelancers, first responders) as well as needs (e.g., pet care expenses).

State/Local Financial Resources

Provide information here on state or local rent assistance programs that have been created with information on how to access them. Include other types of relief available locally – food pantries, childcare, etc..

Help Finding Work

Need A Job Now (<https://needajobnow.usnlx.com>). This web site lists jobs from verified employers looking to fill positions now due to COVID-19.

What Else We're Doing to Help

Insert any additional actions you are taking such as waiving late fees or freezing rent increases for COVID-impacted residents, proactively working with residents to help them manage their financial obligations, offering access to apartment property computers to apply for financial support, etc.

We remain committed to our residents during these trying times and understand how important it is to have stable housing during this crisis.